



DMAS ADVISORY BOARD NEMT PRESENTATION Q1 FEBRUARY 2018 ALL REGIONS

February 6, 2018

Agenda

- ❑ New Director at DMAS
- ❑ Fee For Service (FFS) Non-Emergency Medical Transportation (NEMT) Contract
- ❑ Opportunities for Improvements
- ❑ DMAS Operational LogistiCare Enhancements
- ❑ LogistiCare Notable Accomplishments
- ❑ Questions

NEMT Mission Statement

“

To ensure that all eligible Virginia Medicaid and FAMIS members receive safe, reliable and high quality transportation services in Virginia

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DMAS Agency Director

Dr. Jennifer S. Lee, MD



Started January 2018

- Prior positions:
 - Deputy for Policy and Services at the Department of Veterans Affairs
 - Deputy Secretary of Health and Human Services under Dr. Hazel and Governor McAuliffe
 - Clinical Practice as Emergency Physician

NEMT Request For Proposals (RFP)



LogistiCare selected for new NEMT contract. Populations that are included ID Waiver, ABD Nursing Facilities*, Fee for Services FAMIS*, TANF*, Plan First*
(* Indicates these waivers services are limited)



Contract is for three years with three possible one year extensions



Implementation to be complete by April 1, 2018

DMAS Operational Enhancements



MEMBERS

- Increased Contract Monitoring with additional staff:
 - QA Monitor
 - Field Monitor for Northern Virginia
 - Contract Monitor
- Revised Monitoring Plan to adequately address member issues.
 - Additional Reporting Requirements
- Increased Service Level Agreements with higher penalties.
- New Focus Group requirement for ID/D population
 - Comprised of all Stakeholders for increased feedback.
- New Quality Management Committee held weekly comprised of DMAS and LogistiCare Executive Management.
- EPS Dashboards based on new encounter data that show operational quicker with dynamic reporting.



PROVIDERS

- Provider incentive program based on quality of service
- Increased Safety Requirements
- Required minimum driving experience of 2 years.
- Driving Record no more than -2 DMV points.
- Facilities transporting their own members for gas reimbursement must meet RFP driver and vehicle requirements
- Quality initiative program that clearly defines provider/driver safety infraction guidelines.
- Weekly Operation Meetings with Broker Field Monitors.

Seeking the following Improvements

- ✓ Quality of Performance Time:
 - Less late Trips
 - Less missed Trips
 - Increased Communication with Provider and Member
- ✓ Accountability & Visibility:
 - Less delay in response times to member issues/concerns.
 - Additional follow-up to member issues/concerns.
- ✓ More proactive action plans
 - Inclement weather issues
 - Ensuring all facilities are contacted to determine if trips should be rescheduled or canceled based on safety.
 - Ensuring there DMAS is provided an action plan to ensure all efforts are addressed to include periodic updates throughout the day.
- ✓ Greater acknowledgement of Stakeholder Input

LogistiCare Enhancements

- New LogistiCare Leadership - CEO
- Enhanced Transportation Information Management Software
 - Improved cell phone APP and training for members
 - APP able to securely communicate directly with Ride Assist
 - Updated GPS trip tracking software
 - Software moving to Google maps technology
 - Trip optimization tool
 - Increased use of Automated Vehicle Locator (AVL) system
- New Network Adequacy software
 - Updated proprietary software for scheduling transportation services (NextGen)
 - Market place for unassigned trips (providers can review)
- Cameras on each vehicle
- Additional Field Monitors
- Ombudsman for ID/D population
- Complaint Reporting
 - Ability to report complaints securely on line
 - Near real time complaint reporting that feeds into trend report analysis

LogistiCare Notable Accomplishments



- ✓ Improved Quality and Efficiencies
 - Realigned seven transportation regions to match the six CCC Plus regions
- ✓ Assisted with transitioning members to CCC Plus all 6 Regions:
 - Notifying facilities and providers of changes
 - Trained facilities and provider on CCC Plus program
 - Ensured members received transportation to and from Medicaid services
 - Provided Excellent feed back from facilities on transition assistance
 - Moved an estimated 167,000 trips per month
- ✓ Excellent Cooperation and Implementation of new DMAS Encounter (EPS) Requirements



QUESTIONS

Contact Information



Transportation@dmass.Virginia.gov



Fax Number: (804) 371-6035



THANK YOU
FOR
ATTENDING

